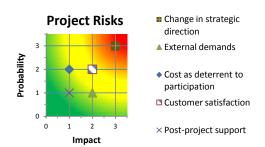
Briskin Consulting Project Quality SCORE Dashboard ©2009-2011. Proprietary and Client Confidential. Do not copy or distribute without permission. as of February 29, 2012 **OCIO Success Factors** 5.0 4.0 3.0 2.0 1.0 0.0 Minimized Executive Clear Business Standard Reliable Skilled Staff User Experienced Responsive Formal Managed Business Reqs Infrastructure Methodology Support Involvement PM Objectives Estimates Contracts Mgmt/Impl **Baseline Performance Success Factors** 5.0 4.0 3.0 2.0 1.0 0.0 Scope Confidence **Budget Confidence** Scope Current Perf **Budget Current Perf** Schedule Current Schedule Confidence Benefits Stability Performance **Organization Success Factors** 5.0 4.0 3.0 1.0 0.0 Clear Vision & Governance Teamwork Culture Capacity Sustainability Organizational Flexibility Change Vendor Benefits Management Management Synergy **Project Execution Success Factors** 5.0

Project Processes



Definition &

Documentation

Planning

Top Issues

Team Skills

Technology

1) The largest issue facing the project involves a shift in strategic direction. State CIO Bharat Shyam directed CTS to initiate a pilot program for some agencies using Office 365. This will reduce potential users and could impact the project benefits.

Status, Issue & Communication &

Credibility

Production &

Quality

Implementation

2) Confidence in the Vault system is low among most agencies.

Risk Awareness

3) Project scheduling and tracking work is falling behind. Agencies need to understand how and when the remaining project work will be accomplished.

QA Commentary

4.0 3.0 2.0 1.0

The project team dealt with serious issues in January related to the Vault system. In February, team leaders met with agency leads to discuss the Vault issues, the pending solution, and the steps taken to ensure system stability. February proved to be a stable month for the Vault system, and ingestions are re-starting in early March. However, the complete extent of impact of the Vault issues is not yet known.

Consistent with a newly published state technology direction, State CIO Bharat Shyam directed CTS to initiate a pilot program for some agencies using Office 365. This change will impact the Shared Services Email Project. The shared service costs will be shared by a smaller number of users putting pressure on price. Several of the benefits originally stated as a justification for the shared services email project are less likely to be delivered by this project.

The project plan is in the process of being updated to include more detail on areas of work remaining in the project, including secure email, SMTP relay, and email hygiene/filtering. Staff are working agressively to complete the new schedule.

Findings and Recommendations

- 1) (Recommendation) Actively communicate with agencies to understand their response to the OCIO Technology Strategy that creates the Office 365 alternative to shared services email. Assess the potential impact on project targets for usage, costs, and on strategies for communication and change management. Formally adjust and communicate project targets and objectives as needed.
- 2) (Repeat Recommendation) Adjust schedule and baselines as necessary, communicate new schedule and milestones to agencies. Develop new interim/detailed milestones for secure email sub-project and remaining work.